



# What will happen with your Complaint?

## Your patient rights when receiving services from Waitematā District Health Board

Giving any feedback will in no way affect your current or future care at Waitematā District Health Board

### Our commitment to you

Waitematā District Health Board (DHB) aims to provide an excellent standard of care and service at all times to all our patients/clients.

We welcome patients/clients, their family and whānau raising concerns as this provides us with the opportunity to improve the way we deliver healthcare.

When we receive a complaint about our services we will:

#### 1. Acknowledge the Complaint

We acknowledge the complaint in writing within one working day of receipt. This lets you know that your complaint is being looked into. You will be given a contact person/number. You can call them if you want to know what is happening to your complaint. Someone may phone you to get more information about your concerns.

#### 2. Investigate

The area manager will investigate your concerns and will aim to let you know our findings within 14 days. If the area manager is unable to complete the investigation within 14 days, you will be told of the reason for the delay and given a new timeframe.

#### 3. Respond

When the area manager has finished the investigation, you will receive a response telling you our findings. We will also tell you of any changes, identified as a result of the investigation, which will improve how we deliver healthcare.

#### 4. Optional Meeting

A meeting can also be arranged to discuss the issues raised and the investigation findings. Notes will be made at this meeting and a copy will be sent to you.

### Complaining on behalf of someone else

Anyone can provide feedback, such as the patient or the patient's whānau, friend or advocate. If you are providing feedback on behalf of the patient, we are unable to release their health information to you without their consent unless it is permitted or required by law.

### Where else can you go for help?

If you wish to have help and support (free of charge) with your complaint, you may contact:

#### Nationwide Health and Disability Advocacy Service

This is an independent confidential service offering advocacy support to people who have a complaint about a health or disability provider.

Nationwide Health and Disability Advocacy Service

PO Box 305209

Triton Place,

Auckland 0757

Freephone: (0800) 55 5050

Email: [advocacy@hdc.org.nz](mailto:advocacy@hdc.org.nz)

Website: [www.advocacy.hdc.org.nz](http://www.advocacy.hdc.org.nz)

#### Health and Disability Commissioner (HDC)

This is an independent organisation available to any person or group who believes their rights have been breached under the Code of Health and Disability Services Consumers' Rights.

Health and Disability Commissioner

PO Box 1791

Auckland

Phone: (09) 373 1060

Freephone : 0800 11 22 33

Email: [hdc@hdc.org.nz](mailto:hdc@hdc.org.nz)

Website: [www.hdc.org.nz](http://www.hdc.org.nz)

E-mail: [hdc@hdc.org.nz](mailto:hdc@hdc.org.nz)

## Your Rights when receiving a Health or Disability Service

Waitematā DHB, when delivering health and disability services must uphold your rights as specified by the Health and Disability Commissioner's Act 1994.

### Right One - Respect and Privacy

You should always be treated with respect. This means respect for your culture, values, beliefs as well as your right to personal privacy.

### Right Two - Fair Treatment

No-one should discriminate against you, nor pressure you into something you do not want to do or take advantage of you in anyway.

### Right Three - Dignity and Independence

Services should support you to live a dignified, independent life.

### Right Four - Appropriate Standards

You have the right to be treated with care and skill and to receive quality services that reflect your needs. All those involved in your care should work together for you.

### Right Five - Communication

You have a right to be listened to, understood and to receive information in a manner you understand. When it is necessary and practicable an interpreter should be made available if required.

### Right Six - Information

You have the right to have your condition explained in a manner you understand and be told what your choices are. This includes how long you may have to wait, side effects, risks, likely benefits, an estimate of any costs and the results of tests and procedures.

You can ask any questions to help you be fully informed. Also see the Waitematā DHB information sheet "Your Health Information" in which we explain our commitment to managing your information about you in a safe way.

### Right Seven: Choice and Consent

It is always your choice to decide and be provided with all the information that will assist you to make a treatment choice. You can say no or change your mind at any point. All invasive procedures i.e. surgery, are to have a written consent.

Your consent should be obtained in writing if you are to be involved in research, an experimental procedure, if you are to be given a general anaesthetic, or there is a significant risk of adverse effects for you. Verbal consent is acceptable for minor procedures, where you are conscious and able to call a stop to the procedure. If you are incapable of giving consent, Waitematā DHB will refer to anyone legally able to speak on your behalf. If there is no-one, then we will consult with your family and/or friends to try and determine what your choice would be and deliver services which are appropriate and in your best interests.

### Right Eight - Support

You have the right to have someone of your choice with you to give you support, except where safety or another consumers rights may be compromised.

### Right Nine: Teaching and Research

All these rights also apply when taking part in teaching and research.

### Right Ten - Your complaints taken seriously

It is OK to complain – complaints/feedback help us to improve our services. It must be easy for you to make a complaint and it will not have an adverse effect on the way you are treated.

### Our contact details

Feedback Team

Waitematā District Health Board

Private Bag 93-503

Takapuna, Auckland 0740

Phone: (09) 486 8920 Extn 43153

Email: [Feedback@Waitematādhb.govt.nz](mailto:Feedback@Waitematādhb.govt.nz)

Website: [www.Waitematādhb.govt.nz](http://www.Waitematādhb.govt.nz)